# FAQ Online Sales Tax and Consumer's Use Tax Filing (E-tax)

**1) How do I reset my Password?**

To reset your password, click on the *"Forgot your password?"* link (below the logon button). You will need to know your administrator ID and your total receipts or your purchase price on the consumer use return for the last period filed. If this is your first period filing, enter zero.

**2) How do I change the administrator on my account?**

Log onto the account using the administrator's information. At the bottom of the page, click on *user maintenance.* It will denote the administrator's name highlighted in blue. Click on the administrator's name. Delete all the old information and replace with the new administrator's information. Click on update *user information* to save changes to the administrator.
The owner, responsible officer or his authorized designee should register the business for KY E-Tax and give the necessary access to the third party.

**3) What if I make a mistake on my electronic return and I have already submitted it?**

If the return has already been submitted, you must file an amended return. Print or copy the original return, write in the corrected figures to the left of the originally filed numbers and print or stamp *Amended* on the top of the return. You may submit via fax to (502) 564-2041, or, you may mail to the Department of Revenue, P.O. Box 181, Station 67, Frankfort, KY 40602.   (Electronic capability to amend a return will be available in the future.)

**4) How do I begin using KY E-Tax?**

You must be registered with the Kentucky Department of Revenue and hold a valid Sales and Use Tax permit or Consumer Use Tax permit. Once you receive correspondence from the Department that contains your account information, click on the *KY E-Tax registration information* for instructions. In order to file the current return online, you must register to file online at least 3 business days before the due date. Otherwise, it is necessary to file a paper return.

**5) How long before I can start filing online after I register?**

You can begin filing your return within three (3) business days after completing your KY E-Tax registration. You will be contacted via e-mail when the registration process is complete and the return is ready for electronic filing. If it is less than three days before the due date of the return, it will be necessary to file a paper return. If you have not received a paper return for this period, contact the Department of Revenue at (502) 564-5170. Please note, once you begin filing online you will no longer receive a paper return.

**6) How do I compute my total receipts online for Sales Tax purposes?**

When filing your retail Sales and Use Tax return online, total receipts do not include the sales tax. Thus, the electronic return does not require the 1.06 computation that occurs on line 22 of the paper return. (If you need to remove the sales tax total from total receipts, do the computations as you would on a paper return and divide line 21 of the paper return, denoted as net receipts, by 1.06. The difference between line 22 and line 21 of the paper return is the sales tax.)

**7) How do I get help using KY E-Tax?**

There is a help feature on the left menu bar of the application. You may call the Kentucky Department of Revenue at (502) 564-5170, Option #1, for help. You can also e-mail the Kentucky Department of Revenue at *KRC.WebResponseETAX@ky.gov*.

**8) How do I remit my payment if I file KY E-Tax?**

*You have the following payment options:*
a) Credit Card (Visa, MasterCard, American Express, and Discover-2.75 percent convenience fee)
b) Debit Card (Visa, MasterCard, American Express, and Discover-$1.00 convenience fee)

c) Electronic Check (ACH Debit)-no convenience fee
d) EFT (if registered) - If not registered for EFT, you may call (502) 564-6020, or complete the authorization form at *EFT Authorization Form* and mail to the address shown on the bottom of the form.
e) Check. Please include ending period, business name, account number and type tax. Do not send paper return or a copy of the electronically filed return with your check if you filed online.

## 9) Do I need to download special software to file KY E-Tax?

No special software is needed. E-Tax currently supports Internet Explorer 7.0 and 8.0.

## 10) Is the filing due date for KY E-Tax different from normal filing due dates?

No, the due date for your return remains the same as normal filing due dates.

## 11) If I use KY E-Tax to file, do I still need to send in a paper return?

No. Your KY E-Tax online return is the only return you need to file. Once you have filed on the KY E-Tax system you will no longer receive paper returns.

## 12) If the KY E-Tax system is unavailable on the due date of the return, will I be penalized for late filing?

You will not be penalized if you submit the return on the next day the system is available.

## 13) How do I change the name and/or address on my E-Tax account?

The correct information may be submitted to the Kentucky Department of Revenue at *KRC.WebResponseETAX@ky.gov*.

## 14) How secure is my electronically submitted information?

The KY E-Tax site and your data are secured using SSL (Secure Sockets Layer) and 128-bit encryption.